NORTH SHORE INFORMATION DIRECTORY FOR OLDER PEOPLE 2014
INFORMATION FOR OLDER PEOPLE

Age Concern North Shore, in consultation with community organisations, local groups and government agencies, has recently updated our informative and useful Information Directory for older people living on the North Shore.

It is designed to provide information and knowledge of resources for older people and those working with them. In this way, older people are empowered to make decisions for themselves and the community is strengthened.

We acknowledge and thank staff and other contributors who have spent many hours in compiling this information to benefit older people in our community.

Vaughan Tabuteau
Chairperson
Age Concern North Shore

All information contained herein was believed to be correct at the time of printing; however change is a continuous process and we would appreciate any reader informing us of alterations or amendments needed for future editions.
Phone: 489 4975; Email: ageconns@acns.co.nz
AGE CONCERN NORTH SHORE
177B Shakespeare Road
Milford, Auckland 0620
Phone 489 4975
Email ageconns@acns.co.nz
Website www.ageconcern.org.nz; www.agewell.org.nz

Office hours: Monday-Friday 9.00am-4.00pm

AGE CONCERN NORTH SHORE is a member of a New Zealand network of Age Concern Regional Councils. We act as an information and resource agency linking older people with groups and organisations offering practical help, advice and support to those over sixty years of age.

We are a charitable, not-for-profit organisation working to promote quality of life and wellbeing for older people on the North Shore.

Age Concern services include:

- Accredited Visiting Service
- Advocacy Service for Older People
- Calendar of Activities
- Community Development
- Elder Abuse and Neglect Prevention Service
- Field Officer Service
- Health Promotion and Education Service
- Information and Resource Centre
- Life Tubes (emergency information)
- Newsletter – Age Matters
- Opportunity Shop – pOP’n Shop
- Prescott Club - Social Luncheon Club for Frail Older People
- Skills Bank of screened services/tradespeople (for members only)
- Total Mobility Assessment Service
- Transport Service (9 seater van)
- Volunteer drivers (for members only)
- Website on Health for Older People – www.agewell.org.nz

As part of our endeavours to ensure ongoing funding for our services we operate an Opportunity Shop – the pOP’n Shop in Takapuna.

pOP’n Shop
424 Lake Road, Takapuna
Phone 486 2970

Hours: Monday-Friday 10.00am-4.00pm
Saturday 10.00am-1.00pm
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NORTH SHORE POLICING
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<td>Browns Bay Policing Centre</td>
<td>353 0410</td>
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<td>Corner Clyde Road &amp; Bayview Drive 0630</td>
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<td>Opening hours: Monday-Friday 8.30am-4.00pm</td>
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<td>443 8039 or 443 8041</td>
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<td>365 Glenfield Road, Glenfield 0629</td>
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<td>Opening hours: Monday-Friday 8.30am-4.00pm</td>
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<td>North Shore Policing Centre</td>
<td>488 6200 or 477 5000</td>
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<td>52 Parkway Drive, Mairangi Bay 0632</td>
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<td>Opening hours: 24 Hours-7 Days Non-Emergency Police</td>
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<td>Northcote c- Glenfield Policing Centre</td>
<td>480 2160</td>
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NORTH SHORE AMBULANCE SERVICE
Website: www.stjohn.org.nz

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NORTH SHORE FIRE SERVICE
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<td>Birkenhead Station</td>
<td>418 2980</td>
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<td>154 Mokoia Road, Birkenhead 0626</td>
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<tr>
<td>Devonport Station</td>
<td>445 2297</td>
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<tr>
<td>23 Lake Road, Devonport 0624</td>
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East Coast Bays Station
19 Knights Road, East Coast Bays 0630
Phone 478 8110

Greenhithe Station
5 Greenhithe Road, Greenhithe 0632
Phone 413 9847

Takapuna Station
41 Killarney Street, Takapuna 0622
Phone 489 4129

HOSPITALS

Auckland Hospital
2 Park Road, Grafton 1023
Phone 367 0000
Website: www.adhb.govt.nz

Greenlane Clinical Centre
214 Green Lane West, Epsom 1051
Phone 638 9909
Website: www.adhb.govt.nz

Middlemore Hospital
100 Hospital Road, Mangere East 2025
Phone 276 0000
Website: www.countiesmanukau.health.nz

North Shore Hospital
Shakespeare Road, Milford 0620
Phone 486 8900
Website: www.waitematadhb.govt.nz

Southern Cross Hospital (Private)
232 Wairau Road, Glenfield 0629
Phone 925 4400
Website: www.southerncross.co.nz

AFTER HOURS MEDICAL SERVICES

North Shore Hospital Emergency Department
Shakespeare Road, Milford 0620
Phone 486 1491
or 486 8900

ShoreCare Accident and Medical Clinic
ShoreCare is a personalised medical service run by the Doctors of the North Shore. Home visits are available for patients too sick to be moved. You may also be eligible for subsidised after hours healthcare if you are a high risk patient.

ShoreCare Smalles Farm
Ground Floor, Sovereign House, Smalles Farm Takapuna 0622
Phone 486 7777
Press 1
Opening hours: 24 hours - 7 days
ShoreCare Northcross  
948 East Coast Road  
Northcross, Browns Bay 0632  
Opening hours: 8.00am – 8.00pm – 7 days  

White Cross Accident & Medical Clinic  
436 - 440 Glenfield Road, Glenfield 0629  
Opening hours: 8.00am - 10.00pm - 7 days  
No appointment is necessary at the A&M and attendance is open to all.  
There is no consultation fee when your visit is the result of an accident.  
Material charges may apply. Other services available include x-rays, and a  
dental unit.

Mental Health Emergency Community Assessment and Treatment Team  
Also known as “Crisis Team” and operating from:  
The Mental Health Unit  
North Shore Hospital  
Shakespeare Road, Milford 0620  
After Hours Service  

CITIZENS ADVICE BUREAUX  
Website: www.cab.org.nz  
Citizens Advice Bureaux (CAB) offer free, friendly and confidential help and information on any subject. Most provide free legal and budget advice, or can refer you to other agencies if this is not available.  
Appointments are essential for legal advice.

Albany CAB  
Upper Harbour Local Board Office, 3 Kell Drive, Albany 0632  
Opening Hours: Monday 12noon-2.00pm  

Birkenhead CAB  
Birkenhead Library, Corner Rawene Road  
& Hinemoa Street, Birkenhead 0626  
Email: cab.birkenhead@xtra.co.nz  
Opening hours: Monday-Friday 9.00am-4.00pm  
Legal appointments: Wednesday 7.00pm-8.00pm  

Browns Bay CAB  
2 Glen Road, Browns Bay 0630  
Email: cab.brownsbay@xtra.co.nz  
Opening hours: 9.00am-4.30pm  
Legal appointments: fortnightly on Thursday, 6.00pm-7.00pm
Glenfield CAB
90 Bentley Avenue, Glenfield 0629
Email: cab.glenf@xtra.co.nz
Opening hours: Monday-Friday 9.00am-4.30pm
Legal appointments: Fridays, 6.30pm-8.00pm

Phone 444 9451
Fax: 443 0723

Takapuna CAB
7 The Strand, Takapuna 0622
Email: cab.takapuna@xtra.co.nz
Opening hours: Monday-Friday 9.00am-4.30pm
Legal appointments: Thursday 7.00pm-8.30pm

Phone 486 3139
Fax: 486 3140

Northcote CAB
Norman King Building, Ernie Mays Street,
Northcote 0627
Email: cab.northcote@xtra.co.nz
Opening hours: Monday to Friday 9.15am-3.30pm
Legal appointments: Monday 10.00am-1.00pm

Phone 480 2971
Fax: 480 2971

LANGUAGE/INTERPRETER SERVICES

Citizens Advice Bureau Language Link
Phone 624 2500
Website: www.cab.org.nz
Email: language@cab.org.nz
Free, confidential information, support, advice and advocacy for all people in 26 languages, by phone, face to face or email.

Language Line
Phone 0800 656 656
Website: www.languageline.govt.nz
Email: Language.Line.dia.govt.nz
Hours: Monday-Friday 9.00am-6.00pm
Saturday 9.00am-2.00pm

Language Line is a free telephone interpreting service in 44 languages that operates on behalf of a number of Government and other Agencies, City and District Councils, Doctors and Medical Centres, Hospitals and other Health Providers. A list of participating agencies is available on the website.
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**HOSPITAL SERVICES**

**North Shore Hospital**
Shakespeare Road, Milford 0620
Website: www.waitematadhb.govt.nz

The Hospital provides acute medical and surgical services and a number of general services, which might be of particular interest to you as an older person. They are the physiotherapy and occupational therapy departments, social workers, dietitians and an assessment and rehabilitation service.

Further details on these services are provided in this section of the directory. Access to hospital services is usually through your GP.

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**After Hours Medical Services**
Refer Page 8

**Asian Health Support Services**
Website: www.asianhealthservices.co.nz

This service aims to ensure that health services are accessible to the Asian population of the North Shore. The service includes:

- *Icare Information Line*  
  Phone 442 3232  
  Provides information and advice about health services/system and assists with GP appointment bookings.

- *WATIS*  
  Phone 443 3211  
  Website: www.watis.org.nz  
  Waitemata Auckland Translation and Interpreting Services aims to facilitate quality and cost effective translation and interpreting services.

**Community Alcohol & Drug Service (CADS)**
14 Como Street, Takapuna
Website: www.cads.org.nz
Email: cads@waitematadhb.govt.nz

Offers a range of free services, funded through the WDHB to anybody wanting to solve an alcohol or drug related question, issue or problem, or are concerned about or affected by someone else’s use. Their confidential services aim to help reduce the harm caused by alcohol or drug use. Services available include individual and group counselling.

**Clinic hours:** Monday to Friday, 10.00am-1.00pm, no appointment necessary.
Continence Service

Continence Nurse Specialists work with patients who have continence problems. The service provides assessment of urinary and faecal incontinence, bladder retraining programmes, bladder and bowel management, care and advice on continence products and the supply of products as set out in the Ministry of Health Continence Service Specifications.

Customer Services

Waitemata District Health Board
Attention: Quality and Risk Team, PO Box 93503, Takapuna 0740
Email: customer.feedback@waitematadhb.govt.nz

If you want to make a complaint or suggestion for improvement to the WDHB to help them improve on the services provided to patients or the community you can contact them via Customer Services. Phone 486 8900, ask for Customer Services and leave your name and number on the answer message. You will be contacted as soon as possible. You can also send feedback via email or click on the Feedback section of the website. Alternatively, complete the Suggestions, Compliments or Complaints form that can be placed in the Feedback box, found in all hospital foyers.

Dietitians

Dietitians are specially trained experts in food and nutrition. They promote good health through optimal nutrition and advise people about their nutritional requirements to help them to choose appropriate foods for their health and lifestyle.

Dietitians also advise and provide information and support to people with chronic conditions, rehabilitation, non healing wounds and other conditions that require specific nutritional needs. They also keep the public and other health professional groups informed about health, food and nutrition issues.

A Doctor can refer you to a Dietitian for an assessment and advice.

District Nurses

District Nurses provide nursing care and treatment to patients in their homes. They assess the needs of the patient and liaise with both hospital or private Doctors, and Community Groups who provide support.

Gerontology Nurse Specialists

The Gerontology Nurse Specialists provide gerontology nursing assessment, follow-up and care co-ordination for older adults in the community that are a high risk for multiple hospital admissions due to increased frailty, risk factors and highly complex situations.
Mental Health Services for Older People (MHSOA)  
Phone 486 8900  
Ext 2805

MHSOA provides community, inpatient and rehabilitation services for older adults (usually 65+) with mental health needs.

- The community mental health team is multidisciplinary and provides a range of assessment and treatment services to people living in their own homes or in an aged care facility, as well as support to families.
- **The community team hours:** 8.30am - 4.30pm Monday – Friday.
- Inpatient treatment is provided in the Kingsley Mortimer Unit, Ward 12, situated at North Shore Hospital.

An out-of-hours crisis service is also available after hours and at weekends.

Mental Health Crisis Team  
Phone 486 8900  
Refer Page 9

**Needs Assessment and Service Co-ordination (NASC)**  
Email: nascinfo@waitematadhb.govt.nz  
Phone 442 7171

A community based service available to residents of WDHB who are assessed as needing assistance to support them and their family/whanau at home.

**Aims of the Service:**

- Maximise independence and self reliance
- Enable people needing assistance with activities of daily living to remain in their own home for as long as possible

**Services offered include:**

- Support Needs Assessment, carried out by an assessment facilitator in your own home, within the public hospital, by phone, or in a place convenient to you. This assessment will identify your support needs and goals.
- Service Coordination, completed by the assessment facilitator, who will help you plan and coordinate the services you need by offering information and choices about support options available in your community. They can discuss with you which publicly funded services are available and offer a choice of service providers.

Types of support services include: personal care assistance; carer relief; specialist disability services; assistance in the home; contact with voluntary agencies; residential care.

**How to get a needs assessment:**

- You can telephone NASC at WDHB yourself, or a family/whanau member can call for you. Alternatively you can ask your family Doctor or another health and disability worker to refer you.

**Occupational Therapists**  
Phone 486 8945

For occupational therapists, occupation is everything that you do in your daily...
life, including looking after yourself, enjoying life and contributing to the social and economic fabric of your community.

An occupational therapist can assist you to learn new ways of doing things, help you to manage pain and illness and develop confidence to enable you to perform the occupations that are important to you and foster health and well being.

**Ostomy Service**

The Ostomy Nurse Specialist assists in the assessment, care and management of patients following stoma surgery including home visits and provision of supplies.

**Ostomy Service**

**Phone** 486 8945

The Ostomy Nurse Specialist assists in the assessment, care and management of patients following stoma surgery including home visits and provision of supplies.

**Respite Care Services**

“Respite care services” refers to the short-term or temporary care of a person receiving regular care in order to provide the usual informal carer with a break (respite) from their caring role. Respite care services may be allocated as part of a needs assessment (refer NASC page 15) and can take the form of:

- Residential respite in an aged care setting, or
- Authorisation of a certain number of days of Care Support Subsidy, or
  Day care, including dementia day care

The **Care Support Subsidy** is funded by WDHB to provide subsidised funding to assist informal (unpaid full-time) carers to take a break from their caregiving role. It contributes toward the cost of alternative care for the client, for a specific number of days per year based on the assessed need. Allocations are reviewed annually. Where an allocation is made, the recipient is responsible for organising the appropriate respite care.

**Social Workers**

Social Workers are available at North Shore Hospital to help patients and their families manage the practical, personal and emotional issues that arise due to illness. A Doctor can refer you or you can self refer. No charge is made for this advice service.

**Speech Language Therapists**

Speech Language Therapists are able to offer assistance if you are having difficulty with communication or swallowing. The Speech Language Therapist will assess you, give advice and, if appropriate, specific therapy to improve communication and swallowing.

In some cases, where oral communication is difficult, an alternative communication aid may be recommended.

Referrals to the team are made by health professionals working with the patient while in hospital.
Whitiki Maurea Maori Mental Health Service  Phone  822 8555
Whitiki Maurea is Waitemata DHB’s MMHS. It consists of two teams:

**MOKO**
Maori Mental Health Team - based on the North Shore MOKO provides both cultural and clinical services to Maori service users living in the Waitemata DHB area. It also works with Pacific Mental Health Services and District Mental Health Services (see above) to ensure that Maori Tangata Whaiora needs are met. Access to MOKO is via direct referral or via other Waitemata DHB mental health services.

**Te Atea Marino**
Maori Alcohol and Drug Regional Team - the Te Atea Marino team provides a range of services to Maori Tangata Whaiora and their whanau throughout the Auckland metropolitan area. Te Atea Marino also works alongside Community Alcohol and Drug Services (CADS) Auckland, to ensure that Maori Tangata Whaiora needs are met. Access to Te Atea Marino is via direct referral or via CADS teams.

For more information on Waitemata DHB services view
[www.webhealth.co.nz](http://www.webhealth.co.nz)
0800 WEBHEALTH (0800 932 432)

**AFTER HOURS MEDICAL SERVICES**

For information on after hours medical services refer page 8

**USEFUL HEALTH SERVICES**

Healthline  Phone  0800 611 116
Healthline is a free telephone health information service that assesses a caller’s health needs and gives information and advice to assist someone on the type of health care they need. The Healthline call centre is staffed by registered nurses. The nurses do not diagnose or treat health problems over the phone but can advise the most appropriate level of care for each caller.

Akoranga Integrated Health Clinics, AUT  Phone  921 9155
AUT University, North Shore Campus
90 Akoranga Drive, AD Building, Northcote, Auckland 0627
Website: [www.aut.ac.nz](http://www.aut.ac.nz)
Email: akoranga.integrated.health@aut.ac.nz
The following health services are available to the public:
- Podiatry Clinic – General foot care; condition treatment; corns, callus and bunion treatment; nail surgery
- Oral Hygiene Clinic – Full oral health assessment and x-rays; scale and polish (cleaning)
- Physiotherapy – Physical and neurological rehabilitation programmes
- Hydrotherapy Pool designed to relax muscles and improve circulation.

Dental Health
There is no general subsidised dental care for older people in New Zealand. If you require dental care for your teeth or dentures we would recommend making phone enquiries first to check on charges. It may also be worthwhile checking if there are any dentists who offer discounts to SuperGold Card holders.

Doctors (GP’s)
- The first starting point for most health problems.
- A regular check-up can keep you in good health.
- A home visit can often be arranged if you cannot get to the surgery.

A Doctor may refer you on to a specialist or other medical services. If it is a private specialist then you will have to pay a fee, or it may be covered by your medical insurance policy. Specialists that your Doctor may refer you to, could include:
  - An **Audiologist** (hearing specialist).
  - A **Podiatrist** (for foot care)
  - An **Ophthalmologist** (an eye specialist)
  - A **Radiologist** (for an x-ray)

The Practice nurses are also a good source of health information and advice. Doctors are listed in both the North Shore and Auckland phone books.

Geriatrician
Geriatricians are specialist doctors who are trained in the conditions that commonly affect older people, as well as how the ageing body’s needs change with respect to all illnesses.

Hearing

**Hearing Therapist**
If you think you may have hearing loss, a good place to start is with a Hearing Therapist who can test your hearing and also provide support services and advice on all aspects of hearing loss.
LIFE Unlimited Hearing Therapy Services  Phone  278 0152
Website: www.life.nzl.org
Life Unlimited are Government funded and provide free service to New Zealand citizens and permanent residents.

**Audiologist**

An Audiologist is a hearing specialist that is trained to diagnose, manage and/or treat hearing or balance problems, including dispensing hearing aids. You may arrange to go directly to an Audiologist or get your Doctor to refer you; however there will be a cost involved.

If you require hearing aids, do not qualify for any other funding and are a SuperGold Card holder there is a Government subsidy of $511.11 available towards the cost of each hearing aid. The subsidy is available for first time purchase and every 6 years thereafter for replacement hearing aids (conditions apply). WINZ beneficiaries may be eligible for an interest-free loan. Written quotes will be provided to you by your Audiologist, prior to trials.

Patients who qualify for third-party funding, (eg ACC, WP, AccessAble) should discuss this with their Audiologist.

**Audiology Hearing Aid Clinic**
Phone  486 8920
Ground Floor, North Shore Hospital
Ext  2600
Email: Audiology@waitematadhb.govt.nz
Audiology Hearing Aid Clinic prescribe and fit a wide range of brands and models of hearing aids including remotes and FM systems. Your doctor or specialist can refer you.

**The University of Auckland**
Phone  923 9909
Hearing & Tinnitus Clinic
261 Morrin Road, Glen Innes, Auckland
Email: clinics@auckland.ac.nz
Some services are provided by audiology interns (supervised by a qualified audiologist), so the cost of hearing services provided by the clinic can be very competitive. Ample free parking.

**North Shore Hospice**
Phone  486 1688
Fax  486 1230
7 Shea Terrace, Takapuna 0622
PO Box 331129, Takapuna 0740
Email: www.hospicenorthshore.org.nz
Email: info@nshospice.org.nz
Hospice is a service and facility provided by qualified and caring people to ensure the best possible quality of life for those with terminal illness and their families. Skilled nurses, doctors and counsellors work together with the patient and their family to relieve pain and other distressing symptoms should they arise and support care givers in their home.
North Shore Hospice provides a service to patients at home or in the In Patient Unit.

**Physiotherapists**
They help your body recover from an illness or injury using physical treatment including heat, massage and exercise. They also have information on mobility aids such as walking frames, wheelchairs, etc.

**Podiatrists**
Podiatrists specialise in foot care and lower limb conditions. Many people with chronic health conditions such as diabetes and rheumatoid arthritis are encouraged to seek help from a podiatrist on a regular basis. Some Podiatrists do further study in order to perform surgery on the foot and ankle, allowing them to offer an even greater range of services.

**Vision**

**Opticians and Optometrists**
Opticians are technicians trained to design, verify and fit eyeglass lenses and frames, contact lenses and other devices to correct eyesight using prescriptions supplied by optometrists or ophthalmologists. Optometrists are primary health care practitioners who perform eye exams and vision tests, prescribe and dispense corrective lenses, detect certain eye abnormalities and prescribe medications for some eye diseases. Both are listed in the yellow pages of the telephone book.

**University of Auckland**
Optometry Clinic
Level 3, Corner Park Road and Boyle Crescent, Grafton, Auckland
Email: clinics@auckland.ac.nz
Supervised medical students will do full eye examinations at a cost of $40.00 for SuperGold Card holders. The examination takes about 90 minutes. If necessary, spectacles can be purchased at reasonable prices.

**Ophthalmologists**
Ophthalmologists are Doctors who specialise in diagnosing and treating eye problems before deciding on the solution. They work at a Hospital or in private practice. The services of the Hospital Ophthalmologist are free but you will need a Doctor’s or Optometrist referral. You do not need a Doctor’s referral to go to an Ophthalmologist in private practice, but you will have to pay the full consulting fee.

**Greenlane Clinical Centre**
Eye Department
Ground Floor, Building 8, Greenlane Road, Greenlane
The Eye Department includes the **Ophthalmology Department** and the **Low Vision Clinic**
The Low Vision Clinic may be able to assist you to make the best use of your remaining vision. A Low Vision Therapist can advise you about lighting, colour contrast, adaptive aids and strategies to assist you to safely maintain your independence and a Low Vision Optometrist may prescribe a Low Vision aid to assist with reading and other near tasks or with distance vision. Services are free for NZ residents but there will be a charge for any aids purchased.

Your GP, Optometrist, Ophthalmologist, Eye Clinic nurse, or Blind Foundation staff can refer you to the clinic.

HEALTH SUPPORT SERVICES

Agencies that provide support, advice and education for a medical condition.

**Alzheimer’s - Auckland**
Phone 622 4230
877 Manukau Road, Royal Oak, Auckland 1061
PO Box 24237, Royal Oak, Auckland 1345
Email: www.alzheimers.org.nz/auckland
Email: info@alzheimers.co.nz
North Shore contact Phone 555 0633 or 555 0634

Provide support services to people with dementia, their carers, families and whanau.

**Arthritis New Zealand**
Phone 523 8901
PO Box 74581, Greenlane 1023
383 Khyber Pass Road, Auckland
Website: www.arthritis.org.nz

Support and education for those with arthritis.

**Asthma Auckland**
Phone 630 2293
581 Mt Eden Road, Auckland 1024
PO Box 67066, Mt Eden 1349
Website: www.asthma-auckland.org.nz
Email: anz@asthma-nz.org.nz

One-on-one education, advice and support.

**Cancer Society Auckland**
Phone 308 0168
1 Boyle Crescent, Grafton, Auckland 1023
PO Box 1724 Auckland 1140
Website: www.cancersocietyauckland.org.nz
Email: info@akcansoc.org.nz

Information, counselling, volunteer driving service and accommodation.
CCS Disability Action Northern Region  
6-8 Omega Street, Rosedale 0632  
Website: www.ccsdisability.org.nz  
Provides support for people with disabilities

Deaf Aotearoa  
1836-1848 Great North Road, Avondale, Auckland 1026  
Website: www.deaf.co.nz  
Email: auckland@deaf.org.nz  
Services and information to Deaf New Zealanders

Enliven Homelink North Shore  
2 The Terrace, Takapuna  
PO Box 331510, Takapuna 0740  
Website: www.enliven.org.nz  
Email: homelink@psn.org.nz  
Support for people with dementia to help them maintain social connections within their community.

Epilepsy North Shore and Rodney  
North Shore Life Centre  
3 William Laurie Place, Albany 0630  
PO Box 294, Albany Village 0755  
Website: www.epilepsy.org.nz  
Email: northshore.rodney@epilepsy.org.nz  
Support to improve the quality of life for those with epilepsy.

Equip  
550 East Coast Road, Windsor Park, Mairangi Bay 0630  
Website: www.equip.net.nz  
Email: operations@equip.net.nz  
Provide community support for older adults with a mental health diagnosis. They also run the Tōtara Club which is a community dementia day care service for older adults with mild-moderate dementia.

Hearing Association New Zealand  
8 St Vincent Avenue, Remuera 1050  
PO Box 28205, Remuera 1071  
Website: www.hearingnz.org.nz  
Email: info@hearingnz.org.nz  
Education, information, products.

Multiple Sclerosis Auckland Region  
5 Mayfield Road, Glenfield 0629  
Website: www.msakl.org.nz  
Email: info@msakl.org.nz  
Information, education and support services.
**NZ Breast Cancer Foundation**
11-13 Falcon Street, Parnell
PO Box 99650, Newmarket 1149
Website: www.nzbcf.org.nz
Email: info@nzbcf.org.nz

Awareness, information education support and research.

**New Zealand Continence Association**
PO Box 270, Drury 2247
Website: www.continence.org.nz

Provides education and information on continence topics.

**North Shore Diabetes Support Group**
PO Box 31522, Milford 0741
Website: www.diabetesauckland.org.nz
Email: service@diabetesauckland.org.nz

Support group.

**Osteoporosis New Zealand**
PO Box 688, Wellington 6140
Website: www.bones.org.nz
Email: info@bones.org.nz

Awareness and national ‘voice’ for those with osteoporosis and those at risk.

**Parkinsons Auckland**
7A Taylors Road, Sandringham 1351
Website: www.parkinsons.org.nz
Email: office@parkinsonsauckland.org.nz

**North Shore East & Rodney**
**North Shore West**

Information, education and support for people with Parkinson’s (and related disorders) and their care-givers. Liaison with allied health professionals.

**Phobic Trust of New Zealand (INC)**
77 Morningside Drive, St Lukes 1346
Website: www.phobic.org.nz
Email: clinic@phobic.org.nz

Specialist treatment, education and support specifically to anxiety disorder sufferers.

**Polio NZ Inc**
Website: www.postpolio.org.nz
Email: info@postpolio.org.nz

Information and support.
**Prostate Cancer Foundation of NZ**

**Website:** www.prostate.org.nz  
**Email:** AucklandNorth@prostate.org.nz  
Help, support and information.

**Royal NZ Foundation of the Blind**

Awhina House, 4 Maunsell Road, Parnell 1052  
Private Bag 99941, Newmarket 1149  
**Website:** www.rnzfb.org.nz  
**Email:** general@rnzfb.org.nz  
Training, tools and tips to help blind and partially sighted deal with blindness.

**Stroke Foundation**

2A/317 Sunset Road, Sunnynook 0620  
**Website:** www.stroke.org.nz  
**Email:** northern@stroke.org.nz  
Working towards reducing the incidence of stroke, improving treatment outcomes and supporting those affected by stroke.

**Yes Disability Resource Centre**

3 William Laurie Place, Albany 0632  
**Website:** www.yesdisability.org.nz  
Support, information and programmes for people with disabilities.

### SUPPORTIVE/COUNSELLING SERVICES

Agencies that provide support and advice for a non-medical problem.

**Alcoholics Anonymous (24 hours)**

78 Pitt Street, Auckland 1010  
PO Box 68847, Newton 1145  
**Website:** www.aa.org.nz  
**Email:** aa-auckland@xtra.co.nz  
Support for all ages with problem drinking.

**Accredited Visiting Service**

Age Concern North Shore, 177B Shakespeare Road, Milford 0620  
**Email:** visitingservice@acns.co.nz  
For more information refer page 52.
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<th>Phone</th>
<th>Website</th>
<th>Email</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elder Abuse and Neglect Prevention Service</td>
<td>489 4975</td>
<td><a href="http://www.ageconns.co.nz">www.ageconns.co.nz</a></td>
<td><a href="mailto:ageconns@acns.co.nz">ageconns@acns.co.nz</a></td>
<td>Provides free and confidential service for older people and their carers who have concerns about the way they are being treated; how their money is spent; how their property is being used; the quality of the care they are getting and how people are treating them.</td>
</tr>
<tr>
<td>Gambling Helpline</td>
<td>0800 654 655</td>
<td><a href="http://www.gamblinghelpline.co.nz">www.gamblinghelpline.co.nz</a></td>
<td><a href="mailto:info@gamblinghelpline.co.nz">info@gamblinghelpline.co.nz</a></td>
<td>Phone support, counselling and crisis support.</td>
</tr>
<tr>
<td>Grief Centre</td>
<td>418 1457</td>
<td><a href="http://www.griefcentre.org.nz">www.griefcentre.org.nz</a></td>
<td><a href="mailto:info@griefcentre.org.nz">info@griefcentre.org.nz</a></td>
<td>Provides support, advice and counselling to help those affected by grief and loss.</td>
</tr>
<tr>
<td>Home and Family Counselling</td>
<td>419 9853</td>
<td><a href="http://www.homeandfamily.org.nz">www.homeandfamily.org.nz</a></td>
<td><a href="mailto:northshore@homeandfamily.org.nz">northshore@homeandfamily.org.nz</a></td>
<td>Community based counselling service for individual, couples and groups.</td>
</tr>
<tr>
<td>North Shore Women’s Centre</td>
<td>444 4618</td>
<td><a href="http://www.womyn-ctr.co.nz">www.womyn-ctr.co.nz</a></td>
<td></td>
<td>Support services for women including counselling; sexual abuse counselling; legal aid clinic; advocacy; information sharing and referrals to appropriate agencies.</td>
</tr>
<tr>
<td>Raeburn House</td>
<td>441 8989</td>
<td></td>
<td><a href="mailto:info@raeburnhouse.org.nz">info@raeburnhouse.org.nz</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>441 8988</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A community-based mental health promotion organisation providing support, resources and information.

**Problem Gambling Foundation of NZ**

Phone 0800 664 262

Northern Region
128 Khyber Pass Road, Grafton 1023

Website: www.pgfnz.org.nz
Email: pgf@pgfnz.org.nz

For Urgent Help Email: help@pdfnz.org.nz

Qualified counsellors provide free, professional and confidential counselling services for both gamblers and others affected by gambling.

**Relationship Aotearoa (Counselling)**

Phone 489 8349

3A Gibbons Road, Takapuna 0622
PO Box 33453, Takapuna 0740

Website: www.relationshipsaotearoa.org.nz
Email: northshore@relationships.aotearoa.org.nz

Personal counselling, couple counselling and public courses.

**Quitline**

Phone 0800 778 778

Website: www.quit.org.nz
Email: quit@quit.org.nz

Support for those who are working towards becoming a non-smoker.

**Salvation Army**

Website: www.salvationarmy.org.nz

Community counselling service.

**Albany Bays**

Phone 478 7567

90 Rosedale Road, Albany 0632

Email: albanybays_corps@nzf.salvationarmy.org.nz

**North Shore Community Ministries**

Phone 441 2554

430 Glenfield Road, Glenfield 0629

Email: northshorecity_cfs@nzf.salvationarmy.org

**St John Caring Caller**

Phone 0800 000 606

Website: www.stjohn.org

Volunteer phone service for those who live alone or are lonely.

**Victim Support North Shore**

24 Hour 477 5065

Fax 477 5040

North Shore Policing Centre
52 Parkway Drive, Mairangi Bay 0630
Private Bag 102912, North Shore Mail Centre 0745

Support for families experiencing sudden death, suicide, fatality, homicide etc. Emotional support for victims of crime.
# HOUSING

## HOUSING IN THE COMMUNITY
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HOUSING IN THE COMMUNITY

Accommodation Supplement  Refer  Page 37

Auckland Council  Phone  486 8603
Housing Co-ordinator
1 The Strand, Takapuna 0622
Private Bag 93500, Takapuna 0740

Twenty-two complexes providing 458 units for rent are located throughout North Shore. Within each complex, units are generally grouped in blocks of 3 or 4 with the total number of units in each ranging from 6 to 51. There are three basic types of units which are available.

If you are over 60 and have a genuine housing need, you can apply for Council Housing providing you meet certain criteria, including North Shore residency and asset limits.

Auckland Council also manages 37 owner-occupier units located over three complexes. These units are available to people 60 years of age and over who have modest but insufficient assets to buy their own home at market value on the North Shore.

You can apply to be assessed to have one of these units using a specially designed application form. These are available by phoning the Transaction and Leases Co-ordinator on 301 3873.

If you phone or make an appointment your queries will be dealt with in confidence.

If you do apply for housing assistance from the Council your application will be acknowledged and an assessment interview will be arranged within days of applying.

Awataha Marae  Phone  486 5467
58 Akoranga Drive, Northcote 0627
PO Box 36188, Northcote 0748

Awataha Marae has Kaumatua Flats available to older Maori residents on the North Shore. To qualify applicants need to be 60 years or over and have modest assets. Assets do not include cars, furniture or personal items.

Housing Modifications
If you have a physical, intellectual, sensory (vision or hearing) and/or age related disability, you may be able to get some equipment and/or funding for modifications to your home to help with your safety and independence.

The equipment or modifications must be essential to help you to manage and/or access your everyday activities: including; handrails; ramps and level shower access.

HOUSING
For more information contact

**Accessible**
- Website: www.accessable.co.nz
- Email: info@accessable.co.nz
- Phone 620 1700 or 0508 001 002

**Housing New Zealand**
- National Office
- PO Box 2628, Wellington 6140
- Website: www.hnzc.co.nz
- Email: enquiries1@hnzc.co.nz
- Phone 0800 801 601
- Fax 0800 201 202

Housing New Zealand Corporation supplies state houses to New Zealanders who have the highest need for housing, for the time of their need. To apply for a state house or flat you will need to undertake an assessment process. The first step is a pre-assessment which you will need to undertake with a housing advisor in the Customer Services Centre 0800 801 601, (select Option 3 for applications from the menu).

To be considered for a state house, you'll need to have:

- New Zealand residency through citizenship or permanent resident status (or be a Spontaneous Refugee or Asylum Seeker).
- A low income
- Few assets
- A high housing need

If you're not eligible, this means your needs aren't high enough to meet the criteria for a state house, but you may still be offered help to access other housing options such as renting from a private landlord or government support to make it easier for you to stay where you are.

**Rates Rebate Scheme**
- www.ratesrebate.govt.nz

The Department of Internal Affairs runs a rebate scheme for people on a low income which means that you could pay lower rates. This is administered locally through the Auckland Council.

Application forms are available from Auckland Council or can be downloaded from the internet on www.ratesrebate.govt.nz. The Rates Rebate website includes examples and an online rates rebate calculator.

To apply you will need to provide accurate information about your income (and that of any spouse/partner or joint home owner who lives with you) for the tax year ending 31 March.

Your rebate will be calculated based on your income and the number of dependents living with you.
Retirement Villages
Age Concern has lists of Retirement Villages located on the North Shore.

Moving into a Retirement Village
Moving into a Retirement Village will allow you to enjoy the privacy of your own home and at the same time to be part of a wider caring community.

Reasons why you might consider a Retirement Village
- Protection, greater security
- Full maintenance of units or homes
- Medical services
- Companionship
- Social activities

However – bear in mind the following:
- Lack of privacy
- Restrictions to your independence e.g. no pets
- Less contact with other age groups
- Can isolate you from community and family involvement
- Ongoing charges

There are many different kinds of Retirement Villages and making your choice involves weighing up more options.

Top tips for your search include:
- Take your time - make a list of the things you’d like in an ideal village
- Check that the village you’re interested in is registered
- Visit different villages and find out what they offer
- Talk to the residents and ask them about living in the village
- Consider your future needs and if the village could meet them
- Read the disclosure statement and occupation right agreement for the village - make sure you understand them
- Find out the total costs – on entry, while you’re there and when you leave
- Contact an independent financial planner or accountant experienced in retirement villages. Talk to them about the costs, what you can afford and the money you might need if you leave the village or wish to leave a legacy
- Make sure you get any verbal agreements in writing, or have them written into your occupation right agreement
- Involve your family or friends in your decision
If you decide to move to a Retirement Village, it is required by law that you seek independent legal advice about that proposed purchase, in the same way you would if you were buying a house elsewhere.

Get a list of specialist retirement village lawyers from the New Zealand Law Society.

New Zealand Law Society
Property Law Section
Website: www.propertylaw.org.nz
Email: property@lawsociety.org.nz

More information about Retirement Villages is available from:

Commission for Financial Literacy and Retirement Income
Website: www.cflri.org.nz
Phone (04) 499 7396
Email: office@cflri.org.nz

The Retirement Commissioner monitors the legislation and deals with complaints and disputes regarding retirement villages.

Department of Building and Housing
Website: www.dbh.govt.nz
Email: info@dbh.govt.nz
Phone 0800 836 262

Provides free advice and information for operators and residents of retirement villages, including those who are thinking about living in a retirement village.

The Retirement Villages Association
Phone (04) 499 7090
Fax (04) 499 4240

PO Box 25022, Panama Street,
Wellington 6146
Website: www.retirementvillages.org.nz
Email: info@retirementvillages.org.nz

Website has a village finder and information for residents.

Sorted - your independent money guide
www.sorted.org.nz

Tenancy Services

Department of Building and Housing
Phone 0800 836 262
Level 3, 41 Shortland Street, Auckland Central 1010
Website: www.dbh.govt.nz
Email: info@dbh.govt.nz

Provides free advice and information for landlords and tenants, as well as providing dispute resolution services.
MOVING INTO RESIDENTIAL CARE

If you think your needs would be better met by moving into Residential Care, you will require a referral from your Doctor to the Duty Needs Assessor on 442 7171. The assessment will tell you which level of care you require or if indeed you need residential care; the assessment may show you can still be supported in your own home.

A needs assessment is the process of identifying your current abilities and needs to achieve or retain independence.

A needs assessment will also give you an indication of the facility most appropriate to meet your individual care needs.

An appointment with a Needs Assessor can be arranged through your Doctor. You or your family can also contact the Needs Assessment and Service Co-ordination Agency 442 7171. For more information refer page 15.

Residential Care Subsidy Phone 0800 999 727

If you need financial help to pay for long term residential care in a Rest Home or Hospital, you may qualify for a Residential Care Subsidy. This subsidy is paid by the Ministry of Health.

Ministry of Social Development can assist by assessing your income and assets but you will need to have completed the needs assessment first. The reason is that without the ‘Application Form for Financial Assessment for Residential Care Subsidy’ signed by a Needs Assessor and stamped by that service you cannot seek the financial assessment. For more information on the Needs Assessment process refer page 15.

The subsidy is available to people in long-term Rest Home and Hospital.

You may be able to get the Residential Care Subsidy if:

- You are 65 years of age or older
- You need this care for an indefinite length of time and
- You have had a needs assessment of your individual needs that confirms you need long term residential care in a licensed Rest Home or Hospital.

To be eligible for a subsidy your assets must be under these limits:

$215,132 (as at July 1st 2013; it will increase by the Consumers Price Index (CPI) on 1st July each year) for people who do not have a partner or have a partner who is in long-term residential care

$117,811 not including the value of their house* and car, for people who have a partner who is not in care

or can choose a threshold of

$215,132 which will include the value of their house* and car

* The house is only exempt from the financial means assessment when it is the principal residence of the partner who is not in care or dependent child.
‘Assets’ means things like:
- Cash or savings
- Investments, shares or stocks
- Loans made to other people (including family trusts)
- Your house, chattels and car if you live alone
- Your gifting of assets

Your application for a Residential Care Subsidy will need to be sent to:

Residential Care Subsidy
Ministry of Social Development
Private Bag 9032, Whangarei 0148

Residential Care Subsidy Phone 0800 999 727
Fax 0800 999 199
Deaf Link 0800 621 621

FOR MORE INFORMATION ON HOUSING OPTIONS

The Consumer Institute
Website: www.consumer.org.nz
Email: info@consumer.org.nz
Phone 0800 266 786

Have free checklists on what to look for when choosing either a Rest Home or Retirement Village on website. Personal advice available to members only.

Eldernet
www.eldernet.co.nz
Comprehensive information for older people, a database of community groups and organisations, home services, residential care facilities, retirement villages, private hospitals and dementia care. Has an up-to-date list of Residential Care facilities on the North Shore and current vacancies.

Seniorline Information Service for Over-65s
Building 17, Greenlane Clinical Centre
Private Bag 92189, Auckland 1142
Website: www.adhb.govt.nz/seniorline
Email: seniorline@adhb.govt.nz
Phone 375 4395
or 0800 725 463
Fax 638 0358

Seniorline offers free information to help older people make decisions about staying at home, retirement villages, home care, day care and rest homes. Staff members can give information on relief care options, meals, transport, financial and social supports. It also offers information on asset testing, rest home vacancies, Admission Agreements, cost of care, the services that should be provided and complaints about care.
FINANCE AND LEGAL

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Telecommunications Dispute Resolution Service 46
Those of special relevance to older people are as follows:

New Zealand Superannuation

To receive New Zealand Superannuation you must:

1. Have reached the “qualifying age”
2. Be a New Zealand Citizen or have been granted permanent residence in New Zealand and have lived in New Zealand for 10 years since the age of 20 and 5 of those years to be since the age of 50 years
3. You need to be an ordinary resident and present when you apply for New Zealand Superannuation

Age Eligibility

A table listing qualifying ages for New Zealand Superannuation and further information on payment rates are available from the Senior Services office in your area.

Takapuna Office

519 Lake Road, Takapuna 0622
Phone 0800 552 002
Website: www.workandincome.govt.nz
Opening hours: Monday/Tuesday/Thursday/Friday 8.30am to 5.00pm
                           Wednesday 9.30am to 5.00pm

IMPORTANT

You need to apply for New Zealand Superannuation BEFORE the date you are eligible if you want to secure your New Zealand Superannuation from that date onwards.
Otherwise it will be paid from the date your application is received by Senior Services New Zealand

Living Alone

If you live alone you may qualify for a Living Alone Payment on top of your Superannuation.

You can get the Living Alone payment from the date you started living alone if you apply for it within 28 days of the death of your spouse.

Information on this allowance and the current rates payable are available from Senior Services.
Non-Qualifying Spouse
A non-qualifying spouse is a person who does not qualify in his or her own right due to age or length of time in New Zealand.

If your partner doesn’t already qualify for their own Super, you can choose to ‘include’ him/her in your payments. If you do this you could both get paid but any other income either of you earn could affect how much you receive.

If you don’t ‘include’ him/her you’ll get paid at half the married rate. This means that YOUR PARTNER GETS NOTHING. The amount you get paid will not be affected by you or your partner’s income.

Veteran’s Pension
If you are an ex-service person and you are disabled, you may be able to get a War Disablement Pension or Veterans Pension.

More information is available on this from the Senior Services, the Returned Services Association or Veterans’ Affairs. The Returned Services Association also provides assistance with every stage of the application process and a free advocacy services for pensioners taking decisions to appeal.

- Returned Services Association
  Website: www.rsa.org.nz
  Email: enquiries@rsa.org.nz

- Veterans’ Affairs
  Website: www.veteransaffairs.mil.nz
  Email: veterans@xtra.co.nz

Overseas Pensions
Generally, you will get paid the same amount as those who have lived all their lives in New Zealand. This amount may be made up of a combination of your New Zealand and overseas pension payments – it depends on your circumstances.

Receiving a Pension when Overseas
It is very important that you let Senior Services know if you are travelling overseas as this may affect your payments.

If you are travelling for 26 weeks or less and you already receive New Zealand Superannuation or Veteran’s Pension your payments can continue as normal.

If you are travelling overseas for longer than 26 weeks, your entitlement will depend on the number of months you have resided in New Zealand between the ages of 20 and 65 years. You should contact Senior Services at least six weeks before you leave New Zealand to apply for an overseas payment to ensure you continue to get your correct entitlement.
Disability Allowance
This allowance is payable to people with an on-going disability or illness. This is income tested and requires support by a Doctor’s Certificate and verification of cost claimed.

Accommodation Supplement
This is available to help people meet the costs of rent or board or outgoing expenses in your own home. How much you will receive depends on income, assets and accommodation cost.

Residential Care Subsidy
Refer Page 32

SuperGold Card
Phone 0800 25 45 65
Website: www.supergold.govt.nz
Email: information@supergold.govt.nz

The SuperGold Card is a discount and concession card issued free to all eligible seniors and veterans in recognition of the contribution they have made and continue to make to New Zealand society.

It gives access to discounts from a wide range of businesses nationwide and facilitates easy access to Government entitlements and local authority services and concessions.

For information on discounts and special offers in your area visit your local Senior Services office or the SuperGold website.

Community Services Card
Phone 0800 999 999
Deaf Link Free Fax 0800 621 621

Ministry of Social Development
National Community Services Card Centre,
PO Box 5054, Wellington 6145

There is no longer a separate Community Services Card for those over 65. If you are eligible for the Community Services Card it will be incorporated onto your SuperGold Card. Eligibility for the Community Services Card can help you and your family with the cost of healthcare. It will allow you discount on prescription charges and on the cost of going to your family Doctor.

The Community Services Card does not subsidise visits to private health professionals such as specialists.

Whether or not you are eligible for a Community Services Card will depend on your income.

You and your partner will automatically get a Community Services Card if you get:
- Emergency Benefit
- Invalids Benefit
- Residential Care Subsidy
- Sickness Benefit
- Veterans Pension
- Widows Benefit

Application forms are available from Ministry of Social Development.

Pharmaceutical Subsidy Card
You can get a Pharmaceutical Subsidy Card from your Pharmacist if you and your family pay the Government Prescription Charge on 20 subsidised prescription items in a year.

To get a Pharmaceutical Subsidy Card, you must keep a record of all prescriptions you get. Ask your Pharmacist about this.

High Use Health Card
If you don’t qualify for a Community Services Card you may be able to get a High Use Health Card from Health Benefits Ltd. It gives you the same subsidies on Doctors’ visits and prescriptions as the Community Services Card, but it is not a family card.

Please, talk to your Doctor if you think you qualify for the High Use Health Card.

Continuation of Benefit after Death
When a married person dies, their pension will usually continue for a further two payments after death.

When a person is receiving New Zealand Superannuation as an ‘under aged spouse’ and the qualified person dies, payment for the non-qualified person ceases from the 29th day after the partner’s death. The estate is still entitled to receive the two payments after death.

Payments for a single person cease from the day following the date of death.

Funeral Grant
A Funeral Grant is payable to assist with funeral expenses.

How much you will get depends on:
- The funeral expenses
- The assets of the person who has died
- Your income and assets (if you are the partner to the person who has died).

Your local Ministry of Social Development Senior Services office can provide more information on funeral grants and payment rates.

More information on planning a funeral refer page 39
PLANNING AHEAD

Budgeting
Many agencies have qualified and supportive people who will help provide you with assistance in financial matters.

North Shore Budget Services  Phone  486 6206
Mary Thomas Centre, 3 Gibbons Road, Takapuna
Website: www.nsbudget.co.nz
Email: nsbudget.co.nz

North Harbour Budgeting Services Incorporated Phone  448 5655
Room 12, Level 2, Lion Foundation Building,
3 William Laurie Place, Albany
Email: nhbs@ihug.co.nz

Citizens Advice Bureaux (CAB)  Refer  Page 9

Enduring Power of Attorney
As you plan for your future, consideration should be given to arranging an “Enduring Power Of Attorney”.

There two types of Enduring Power of Attorney:
1. Property
2. Personal Care and Welfare

An Enduring Power of Attorney for Personal Care and Welfare helps with decision making about your care when a Doctor assesses that you are without mental capacity to do this. An Enduring Power of Attorney for Property can assist you with your financial affairs and management of other assets such as your home. Unless you stipulate, an Enduring Power of Attorney for Property is valid once signed. Age Concern North Shore recommends you consider adding guidelines on the usage of this document to avoid future misunderstandings.

For more information contact Age Concern North Shore, your Lawyer or a selected Trust Company listed later in this section.

A Brochure “What happens if you can no longer make decisions? Why you need an enduring power of attorney” is available from Age Concern North Shore.

Funerals
While most people contact a Funeral Director to arrange a funeral, it is not a statutory requirement and alternative options do exist. You may also chose a non-conventional funeral company that offers green or eco funerals. When using a funeral company, it is important that any arrangements meet your
individual requirements and you should obtain a written estimate of the overall cost. This should include at least the following items:

Casket; transport of the body; preparation of the body for burial; the service and celebrant cost; cemetery costs (including the plot or cremation cost); flowers; newspaper notices; registration of death and other legal requirements.

If changes or extras are added, you should be informed of the additional costs this will entail. Some variations in the final account usually relate to newspaper notices.

In choosing a Funeral Director, consult family, friends or maybe your Doctor or Minister. Finding out what to do before you need the service can ease some of the stress associated with the loss of a loved one.

Many companies are members of the Funeral Director’s Association of New Zealand (FDANZ) - listed in the Yellow Pages. The Association sets clear standards and codes of practice and will handle any complaints.

Free booklets are available without obligation, from any Funeral Company. Booklets include “Bereavement and grieving”, “Funerals: knowing what to do when someone dies” and “Alternative Ceremonies – can we do it this way”.

You can pre-arrange your own funeral with a Funeral Company. This will be costed at the present rates.

For information on Funeral Grants refer page 38

Funeral Director’s Association of New Zealand  Phone (04) 473 7475
Website: www.fdanz.org.nz
Email: info@fdanz.org.nz

Investments
If you have surplus funds and want investment advice consult:

- Your Bank Manager
- Solicitor or Accountant
- Insurance Companies

There are also a number of Investment Management Companies operating on the North Shore who offer free advice on many matters.

When considering an investment ensure you:

- ‘Spread your risk’ over different companies and different types of investment
- Check the credentials of any advisors you consult and the organisation/s they work for
- Keep yourself informed, ask questions and be sure you understand any explanations you are given
- Take your time and don’t be rushed into making any decisions
Reverse Mortgage
This is a type of equity release that involves borrowing an amount against the value of your home either in a lump sum or by drawing on the loan as and when you need the money. When you die or the property is sold, the full loan plus interest has to be repaid.

Before considering a Reverse Mortgage you need to be sure you understand how it works and what it might cost (including fees and interest charges). Take a ‘worse-case scenario’ view when working out the cost projections – don’t assume your property will increase in value. **Always get independent advice before making any decisions.**

Sorted Your Independent Money Guide
Website: www.sorted.org.nz

Sorted is a Government funded, but independent website dedicated to helping New Zealanders manage their personal finances throughout life.

It includes calculators and information on life events (retirement, moving to retirement village etc).

Wills and Estate Planning
A will formally sets out what happens to the things you own after your death. Everyone needs a will, no matter what age you are. Be sure to update your will if your circumstances change.

Those who can help you in preparation and administration of a will are:

- Solicitors
- Trust Companies

**Solicitors**
They will charge a fee for the preparation of a Will and at the time of administration of the estate; will make a further charge dependant on the nature of the asset.

**Trust Companies**

The Public Trust Office
Corner Lake and Huron Streets
PO Box 33946, Takapuna 0740
Website: www.publictrust.co.nz
Email: info@publictrust.co.nz

No fee charged for preparation, but make a charge for administration, the total based on a percentage of its value.

NZ Guardian Trust Company Ltd
Corner Lake Road and Sanders Avenue, Takapuna
Website: www.guardiantrust.co.nz
Email: takapuna@nzgt.co.nz

Phone 0800 371 471
Phone 486 0368
No fee charged for preparation, however there is a charge for administration based on a percentage of the value of the estate less the matrimonial home.

**Trustee Executors Ltd**
Level 12, 45 Queen Street, Auckland 1010
Website: www.trustees.co.nz
Email: enquiries@trustees.co.nz

Charge an hourly rate for the work performed. They offer special rates for older clients.

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**LEGAL SERVICES**

**Free Legal Advice**
Limited free legal advice is available from:

- **Citizens Advice Bureaux.** Refer Page 9
  You will need to contact them to make an appointment.

- **Waitakere Community Law Service**
  Phone 835 2130
  Email: info@waitakerelaw.org.nz
  **Opening Hours:** Monday - Thursday 1.30pm - 3.30pm

  Waitakere Community Law Service offers free legal advice for those most in need.
  They have ‘walk in’ legal clinics at:
  - **Northcote Citizens Advice Bureau**
    Norman King Building, Ernie Mays Street, Northcote 0627
    **Hours:** Monday 10.00am-1.00pm
  - **Birkenhead Community Link**
    87 Birkenhead Avenue, Birkenhead 0626
    **Hours:** Monday 2.00pm-4.00pm

- **North Shore Womens Centre**
  Phone 444 4618
  Website: www.womyn-ctr.co.nz
  **Hours:** Tuesday and Wednesday 10.00am and 12noon

  North Shore Womens Centre has a free Legal Clinic for women. Appointments are essential and are for 30 minute, one-off bookings.

**Justice of the Peace (JP) Services**
A JP can:
- Witness your signature on a document.
- Certify copies of documents for you including cellphone texts and computer displayed results.
- Complete an affidavit for you. This is a document that is sworn on oath or affirmed and is normally used in a legal proceeding.
- Complete a declaration for you. This may be a statutory declaration made under the Oaths and Declarations Act 1957 or some other statute which provides for this to be done.

JP’s are listed in the yellow pages or you can contact your local CAB refer page 9 to see if they have a JP available. Local JP’s also offer drop in desks at:

Upper Harbour Local Board Office  
Kell Drive, Albany  
**Hours:** Thursdays, 3.00pm-5.00pm

Milford Mall (by the Warehouse)  
24 Milford Road, Milford 0620  
**Hours:** Thursdays, 9.30am-5.00pm

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**EMPLOYING A TRADESPERSON**

**Getting a Quotation**  
Age Concern North Shore would advise that you follow common practice and get at least three quotations when getting work done.

A “Quotation”- is a definite price for a job, including labour, materials and GST. It will have a time limit on it.

An “Estimate”- is a rough guideline on how much the job could cost, it is not a binding agreement.

You can also check if they are members of a Masters Association.

**Disputes**  
If a dispute over payment of a bill arises you could contact:

- **Citizens Advice Bureaux** in your area  
  Refer Page 9

- **Disputes Tribunal**  
  Phone 916 5720

- **Masters Association**  
  Refer Page 45

**Skills Bank**  
Age Concern has a list of trustworthy people offering various services/trades to older people. **This service is available to members only.**
All participants on the Skills Bank file are vetted.

Age Concern North Shore  
Email: ageconns@acns.co.nz  
Phone 489 4975

**COMPLAINTS**

**Banking Ombudsman**

Phone 0800 805 950  
Fax (04) 471 0548  
PO Box 10573  
Wellington 6143, Freepost: 218002  
Website: www.bankomb.org.nz  
Email: help@bankomb.org.nz

The Banking Ombudsman office provides a free, external and independent process to help people to sort out their unresolved problems with Banks. The Banking Ombudsman can be used by anyone, including groups of people such as partnerships, clubs and companies. The service also considers complaints about all types of banking business. This scheme covers any dealings with Banks and some non-bank deposit-takers such as building societies and the two larger credit unions. It deals with all banking services including superannuation; insurance, debit and prepaid cards; credit cards, electronic banking; and international transactions.

You can contact your Bank or the Office of the Banking Ombudsman.

**Disputes Tribunals**

Website: www.justice.govt.nz/tribunals/disputes-tribunals

The Disputes Tribunal (formerly Small Claims Court) provides a quick, inexpensive, informal and private way to help resolve a wide range of civil disputes. Any ruling they make is binding and will, if necessary, be enforced by the Courts.

If your claim is for $15,000 or less (or $20,000 if both parties agree) and is disputed then it may be able to be heard.

**North Shore Disputes Tribunal**  
Phone 0800 268 787  
Corner Don McKinnon Drive and Corinthian Drive, Albany 0632

**Electricity and Gas Complaints Commission**  
Phone 0800 22 33 40  
PO Box 5875, Lambton Quay, Wellington 6145  
Website: www.egcomplaints.co.nz  
Email: info@egcomplaints.co.nz

The Electricity and Gas Complaints Commission offers a free independent dispute resolution service for complaints about member electricity and gas lines and retail companies in New Zealand.
Health and Disability Advocates
Website: www.hdc.org.nz
Email: advocacy@hdc.org.nz

If a consumer is unhappy with the service they have received from a health and disability service provider, they are encouraged to first take their concern directly to the person or organisation that provided the service.

If this is not possible, or the consumer needs support to deal with the issue they can contact a Health and Disability advocate to help them make a complaint. Health and Disability advocates are free to use.

Insurance and Savings Ombudsman (ISO)
PO Box 10845, Wellington 6143
Website: www.iombudsman.org.nz
Email: info@iombudsman.org.nz

The ISO provides a free, independent and impartial opinion on disputes with participating insurance saving schemes.

Customers of participating companies can have their complaints considered by the ISO provided the complaint comes within their jurisdiction. The consumer making the complaint must either be the policy holder or on behalf of the policy holder. They cannot accept complaints from uninsured third parties.

Masters Association
If you have a dispute with a trades person and they are a member of a trades association, you can contact the appropriate trade association and follow their complaints procedure.

Contact details of various associations are available in the telephone book.

NZ Marketing Association
Website: www.marketing.org.nz
Email: donotmail@marketing.org.nz
Email: donotcall@marketing.org.nz

NZ Marketing Association offers free services for consumers including “A guide to shopping at home” and their “Do not Call” and “Do not Mail” lists for those who do not wish to receive unsolicited offers via the mail or telephone.

The Ombudsman
Auckland Office
Level 10, Forsyth Barr Building, 55-65 Shortland Street 1010
Website: www.ombudsmen.govt.nz
Email: info@ombudsmen.parliament.nz

An Ombudsman is a Parliamentary Officer who is entirely independent of the Government of the day and who has the authority to conduct impartial investigations.
Their website includes useful links to other complaint handling organisations.

**Telecommunications Dispute Resolution Service**

PO Box 5573, Wellington 6145, Freepost 214075

**Website:** [www.tdr.org.nz](http://www.tdr.org.nz)

**Email:** contact@tdr.org.nz

Free independent service to help residential and small business customers (less than 20 full-time staff) resolve disputes with their telecommunications company. Covers products or services.
# EDUCATION AND SOCIAL

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AUCKLAND LIBRARIES

You can use your Auckland library card at any one of the 55 libraries and 4 mobile libraries across Auckland from Wellsford to Waiheke to Waiuku. It is free to join for residents and ratepayers of the Auckland Council region. It is free to borrow from almost all collections and an item can be requested from any library across the region and delivered to your library of choice at no charge.

AUCKLAND LIBRARIES
Phone 486 8460
Website: www.aucklandlibraries.govt.nz
Email: library_membership@aucklandcouncil.govt.nz

Albany
Kell Drive, Albany 0632

Birkenhead
Corner Rawene Road & Hinemoa Street, Birkenhead 0626

Devonport
Windsor Reserve, Victoria Road, Devonport 0624

East Coast Bays
Bute Road, Browns Bay 0630

Glenfield
90 Bentley Avenue, Glenfield 0629

Northcote
Norman King Square, Northcote 0627

Takapuna
The Strand, Takapuna 0622

For mobile library times contact your local library or visit www.aucklandlibraries.govt.nz

COMMUNITY CENTRES/HOUSES

North Shore currently has a total of 12 Community Houses, each designed to respond to the needs of its local community. They offer a variety of services, activities and classes for people of all ages, including arts and crafts, health, leisure activities and support groups.

Albany Community Hall
Phone 448 5363
575 Albany Highway, Albany 0630
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<tr>
<th>Community Centre</th>
<th>Phone</th>
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<tr>
<td>Bays Community Centre</td>
<td>478 4091</td>
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<tr>
<td>2 Glen Road, Browns Bay 0630</td>
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<td>Website: <a href="http://www.ecbcp.co.nz">www.ecbcp.co.nz</a></td>
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<td>Bayview Community Centre</td>
<td>443 0231</td>
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<tr>
<td>72 Bayview Road, Glenfield 0629</td>
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<tr>
<td>Website: <a href="http://www.bayviewcentre.org.nz">www.bayviewcentre.org.nz</a></td>
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<td>Email: <a href="mailto:bayviewcc@xtra.co.nz">bayviewcc@xtra.co.nz</a></td>
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<tr>
<td>Beach Haven Community House</td>
<td>483 9942</td>
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<tr>
<td>130 Beach Haven Road, Beach Haven 0626</td>
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<tr>
<td>Email: <a href="mailto:beachhaven.house@ihug.co.nz">beachhaven.house@ihug.co.nz</a></td>
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<td>Birkdale Community House</td>
<td>483 9149</td>
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<td>134 Birkdale Road, Birkdale 0626</td>
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<td>Website: <a href="http://www.birkdalebeachhaven.org">www.birkdalebeachhaven.org</a></td>
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<td>Devonport Community House</td>
<td>445 3068</td>
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<td>32 Clarence Street, Devonport 0624</td>
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<td>Glenfield Community Centre</td>
<td>444 5023</td>
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<td>Corner Glenfield Road &amp; Bentley Avenue, Glenfield 0629</td>
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<td>Highbury Community House</td>
<td>480 5279</td>
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<td>110 Hinemoa Street, Birkenhead 0626</td>
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<td>Website: <a href="http://www.highburyhouse.org.nz">www.highburyhouse.org.nz</a></td>
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<td>Email: <a href="mailto:hihouse@xtra.co.nz">hihouse@xtra.co.nz</a></td>
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<td>Meadowood Community House</td>
<td>443 7337</td>
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<td>55 Meadowood Drive, Unsworth 0632</td>
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<td>Onepoto Awhina (Northcote Community House)</td>
<td>419 1692</td>
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<td>Pearn Crescent, Northcote 0627</td>
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<td>Email: <a href="mailto:onepoto1@xtra.co.nz">onepoto1@xtra.co.nz</a></td>
<td></td>
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<td></td>
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<tr>
<td>Rose Centre Community Centre &amp; Theatre</td>
<td>445 9900</td>
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<tr>
<td>School Road, Belmont 0622</td>
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<td>Website: <a href="http://www.rosecentre.co.nz">www.rosecentre.co.nz</a></td>
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</tr>
<tr>
<td>Email: <a href="mailto:info@rosecentre.co.nz">info@rosecentre.co.nz</a></td>
<td></td>
</tr>
</tbody>
</table>
EDUCATIONAL OPPORTUNITIES

Community Education
Some of the Colleges and High Schools on the North Shore run Community Education programmes which are regularly advertised in local Newspapers at the commencement of each School term.

These Schools usually have a Community Education adviser to assist with enquiries.

For more information contact:

Glenfield College
Website: www.gcc.co.nz
Phone 444 1353

Northcote College
Website: www.learn4life.co.nz
Phone 481 0144

Rangitoto College
Website: www.rangitoto.school.nz/community/
Phone 477 0075

SeniorNet
Website: www.seniornet.org.nz
SeniorNet is a community training network that supports and motivates people aged 50+ to enjoy and use technology in their everyday lives.

SeniorNet Bayswater
46 Roberts Avenue, Bayswater 0622
Website www.seniornetbayswater.org.nz
Phone 446 3305

SeniorNet Glenfield
5 Mayfield Road, Glenfield 0629
Website: www.seniornet-glenfield.org.nz
Phone 444 2231

SeniorNet North Shore (Inc) – Takapuna
St John’s Ambulance Rooms, Shea Terrace, Takapuna 0622
Website: www.seniornetns.net
Phone 486 2163
The University of Auckland  Phone  373 7599  
Centre for Continuing Education  Ext  84978  
Level 6, 1-11, Shortland Street, Auckland City 1010  0800 864 266  
Website: www.cce.auckland.ac.nz

Centre for Continuing Education offers a great range of learning opportunities daytime and evening, including: language studies; art; history; computer studies; performing arts and writing skills.

University of the 3rd Age (U3A)  
Website/s: www3.griffith.edu.au/03/u3a/; www.u3a.org.nz

This organisation provides educational opportunities for those who are in retirement and aims generally to improve the quality of life for older people by bringing them into contact with academic programmes. It does this largely by sharing the skills of its members. It is voluntary, no qualifications are required and no exams are taken.

The University of the 3rd Age started in France in 1972, is now very active in Britain and Australia and started up in New Zealand in 1989.

U3A Birkenhead  
Secretary:  Margaret Collings  Phone  480 0642

U3A Browns Bay  
President:  Geoff Haycock  Phone  478 3429  
Website: www.brownsbay.u3a.org.nz

U3A Devonport  
Website: www.devonport@u3a.org.nz  Email: devonport2011@u3a.org.nz

U3A Takapuna  
President:  Ken Pascoe  Phone  479 6336  
Website: www.u3atakapuna.org.nz

SOCIAL OPPORTUNITIES

60’s Up Movement  
These groups are open to all men and women particularly the more active. Sixties Up also provides a variety of classes and groups such as walking, tramping, Tai Chi, healthy lifestyle vacations etc. The telephone number provided is a private number.

Birkenhead  
Secretary:  Valerie Scherp  Phone  483 5995
Browns Bay
President: Joy Hayson Phone 444 0236

Devonport
President: Roy Wheeler Phone 446 6027

Glenfield
Secretary: Rosalie Wright Phone 444 4816

Northcote
Secretary: Ann Williamson Phone 419 5551

Takapuna
Secretary: Patricia Hevacan Phone 489 5922

Torbay
Secretary: Josette Westcott Phone 479 8159

Age Concern North Shore Phone 489 4975
177B Shakespeare Road, Milford, Auckland 0620
Website: www.ageconcern.org.nz
Email: ageconns@acns.co.nz

Accredited Visiting Service (AVS) Phone 489 4975
Email: visitingservice@acns.co.nz Ext 107

This service is offered by Age Concern North Shore and provides for regular visits to older people on the North Shore. If you are 65 or older and would like more company, contact the AVS Co-ordinator who will visit you to get to know about you and your interests. You will then be matched to a carefully chosen accredited volunteer who will visit you for about an hour a week.

Calendar of Activities
This is an annual publication from Age Concern North Shore which provides a comprehensive list of activities pertinent to older people on the North Shore. It includes social, support, physical and educational opportunities. Copies are available from the office or can be downloaded from the agewell website, www.agewell.org.nz. Members receive their copy in the post.

Chinese Seniors Group Phone 489 4975
Ext 111

Monthly social gathering with guest speakers, sharing of information and outings. Also weekly interest classes available.

Prescott Club Phone 489 4975
The Prescott Club is an initiative of Age Concern North Shore offering social contact, companionship, entertainment, morning tea and a hot meal on Wednesdays during term time. The service is available to frailler older people on the North Shore to enable them at least one social outing a week. A small charge covers transport, entertainment, morning tea and a two course lunch.
The Care and Craft Centres Inc
The purpose of the Care and Craft Centre is to provide a range of interests and companionship for adult disabled, or lonely housebound people.

Birkenhead Care and Craft
Zion Hill Methodist Church Hall, Birkenhead 0626
Phone 418 3699 or 480 5456

Milford Care and Craft
Lady Allum Village, Milford 0620
Email: daphne.markwick@xtra.co.nz

Grey Power
www.greypower.co.nz
Grey Power is a lobby organisation promoting the welfare and well-being of older New Zealanders.

Grey Power North Shore
President: Barry Church
Email: mawnpaw127@hotmail.com

New Horizons
North Shore Bridge Club, 39 Killarney Street, Takapuna 0622
Phone 441 8989
If you need support and company, enjoy a small friendly group of mature adults (60 plus), both men and women, who meet in Takapuna for activities, outings, discussions and friendship.

North Shore and Northern Probus Association
Vice President: Ileen McGrath
Website: www.probussouthpacific.org
Phone 476 8283
Probus is an association of retired people who join together in regular activities to keep their minds active, expand their interests and enjoy the fellowship of new friends. There are 18 Probus Clubs on the North Shore.

North Shore Centres for Mutual Aid (CMA)
Mary Thomas Centre, 3 Gibbons Rd, Takapuna 0622
Website: www.cmans.org.nz
Email: cmans@xtra.co.nz
Phone 489 8954
Centres for Mutual Aid provide companionship and activities one morning per week to seniors isolated in the community. They operate Monday to Thursdays during school terms in various locations on the North Shore. Morning tea and lunch included at nominal charge. Transport can be arranged.

North Shore Embroiderers Guild
Positive Ageing Centre, 7 The Strand, Takapuna 0622
Phone 479 5856
Promotes understanding and interest in embroidery.
North Shore Widows and Widowers Society  Phone  479 6042  
Taiaotea Trust Progress Hall, Anzac Road, Browns Bay 0630  
Offers a wide range of recreational and social activities for its members, including Indoor Bowls twice weekly.

Older Women’s Network Inc (OWN)  Phone  445 8452  
Website: www.olderwomensnetwork.org.nz  
Email: info@olderwomensnetwork.org.nz  
OWN aims to unite older women within a supportive environment and enrich the quality of their lives through education towards healthy living.

Returned Services Association  
Website: www.rsa.org.nz  
These are Clubs for returned servicemen and women and their partners. The telephone number is a Club number.

Birkenhead  Phone  418 2424  
Recreation Drive, Birkenhead 0626  
Website: www.birkenheadrsa.com  
Email: secman@birkenheadrsa.com

Devonport  Phone  445 8938  
61 Victoria Road, Devonport 0624  
PO Box 32087, Devonport 0744  
Website: devonportrsa.org.nz  
Email: devonportrsa@xtra.co.nz

East Coast Bays  Phone  478 8033  
13-15 Bute Road, Browns Bay 0630  
PO Box 35014, Browns Bay 0753  
Website: www.ecbrsa.co.nz  
Email: ecbrsa@xtra.co.nz

Takapuna  Phone  489 6738  
Corner Northcote Road & Mary Poynton Crescent, Takapuna 0622  
PO Box 33095, Takapuna 0740  
Website: www.takapunarsa.co.nz  
Email: adminoffice@takapunarsa.co.nz

Senior Citizens Clubs  
All have their own premises; some are open seven days a week and provide activities such as indoor bowls, cards, entertainment, bingo, dancing, and bus trips.

Birkenhead  Phone  418 1839  
251 Hinemoa Street, Birkenhead 0626
Browns Bay
9 Inverness Road, Browns Bay 0630
PO Box 35695, Browns Bay 0753
Phone 489 6041

Glenfield
7 Mayfield Road, Glenfield 0629
PO Box 40094, Glenfield 0747
President
Phone 444 6578

Devonport
Harmony Hall, 4 Wynyard Street, Devonport 0624
Phone 445 3286

Milford
141A Kitchener Road, Milford 0620
Phone 410 5199

Northcote Central
Corner Ernie Mays Street & College Road, Northcote 0627
Secretary
Phone 480 8247
Secretary
Phone 480 8364

Northcote Point
119 Queen Street, Northcote Point 0627
Phone 480 8364
Secretary
419 0407
Secretary
480 9586

Takapuna
The Strand, Takapuna 0622
Secretary
Phone 489 1930

Torbay
37 Watea Road, Torbay 0630
P O Box 89112, Torbay 0742
Phone 473 5593
HOME AND DISABILITY SUPPORT

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**DISABILITY SUPPORT SERVICES**

**Ministry of Health Disability Support Services**
If you have a physical, intellectual, sensory (vision or hearing) and/or age-related disability, you may be able to get some equipment and/or funding for modification to your home or vehicle to help you with your safety and independence.

The equipment or modifications must be essential to help you to manage and/or access your everyday activities.

For more information contact:

**AccessAble**
Website: www.accessable.co.nz
Email: info@accessable.co.nz
Phone 620 1700

**Disability Support Services**
Ministry of Health, PO Box 5013, Wellington 6145
Website: www.health.govt.nz
Email: disability@moh.govt.nz
Phone 0800 373 664

**Disabled Persons Assembly**
PO Box 331009, Takapuna 0740
Website: www.dpa.org.nz
An umbrella organisation representing all people with disabilities; organisations involved in advocacy on their behalf and service providers.

**Mobility Parking Permit Scheme (Disability Permits for Cars)**
CCS Disability Action operates the Mobility Parking Permit Scheme. This enables people access to Mobility Parking Spaces. Permits cost $50.00 for a long-term disability up to 5 years, or $35.00 for a short-term disability up to one year. All new applications require a Doctor’s certificate and forms can be obtained from CCS Disability Action or downloaded from the website.

**CCS Disability Action**
14 Erson Avenue, Royal Oak, Auckland 1061
Website: www.ccsdisabilityaction.org.nz
Email: auckland@ccsdisabilityaction.org.nz
Phone 625 9378
Phone 0800 227 2255

**Total Mobility Scheme**
The Total Mobility Scheme is available to people who have a permanent disability that means they are no longer able to drive or are unable to use public transport.

For more information on the scheme Refer Page 67
## DISABILITY EQUIPMENT

### Disability Equipment Retailers

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Website</th>
<th>Email</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AgePlus</strong></td>
<td>550 3387</td>
<td><strong><a href="http://www.ageplus.org.nz">www.ageplus.org.nz</a></strong></td>
<td><a href="mailto:info@ageplus.org.nz">info@ageplus.org.nz</a></td>
<td>Support, information aids and advice for older people</td>
</tr>
<tr>
<td><strong>Allied Medical</strong></td>
<td>0800 316 181</td>
<td><strong><a href="http://www.alliedmedical.co.nz">www.alliedmedical.co.nz</a></strong></td>
<td><a href="mailto:helpis@alliedmedical.co.nz">helpis@alliedmedical.co.nz</a></td>
<td>Wheelchairs; adult rehabilitation products; general disability aids</td>
</tr>
<tr>
<td><strong>BioMoov Mobility</strong></td>
<td>0800 903 903</td>
<td><strong><a href="http://www.electricscooter.co.nz">www.electricscooter.co.nz</a></strong></td>
<td></td>
<td>Stand and ride and simplified mobility scooters.</td>
</tr>
<tr>
<td><strong>Chiefly Chairs</strong></td>
<td>419 6534</td>
<td><strong><a href="http://www.chieflychairs.co.nz">www.chieflychairs.co.nz</a></strong></td>
<td><a href="mailto:chieflychairs@xtra.co.nz">chieflychairs@xtra.co.nz</a></td>
<td>Orthopaedic and special chairs</td>
</tr>
<tr>
<td><strong>Durable Medical Equipment Limited (DME)</strong></td>
<td>0800 115 222</td>
<td><strong><a href="http://www.dmedirect.co.nz">www.dmedirect.co.nz</a></strong></td>
<td><a href="mailto:sales@dme.co.nz">sales@dme.co.nz</a></td>
<td>On line shop for medical products and aids for independent living</td>
</tr>
<tr>
<td><strong>Elite Mobility</strong></td>
<td>0800 357 367</td>
<td><strong><a href="http://www.elitemobility.co.nz">www.elitemobility.co.nz</a></strong></td>
<td></td>
<td>Selling and servicing of mobility equipment</td>
</tr>
<tr>
<td><strong>Independent Living Service</strong></td>
<td>625 0322</td>
<td><strong><a href="http://www.ilsnz.org">www.ilsnz.org</a></strong></td>
<td></td>
<td>Support, information and advice for disabled and older people.</td>
</tr>
<tr>
<td><strong>Invacare</strong></td>
<td>815 2950</td>
<td><strong><a href="http://www.invacare.co.nz">www.invacare.co.nz</a></strong></td>
<td><a href="mailto:sales@invacare.co.nz">sales@invacare.co.nz</a></td>
<td>Wheelchair servicing</td>
</tr>
<tr>
<td><strong>MD Mobility</strong></td>
<td>0800 377 655</td>
<td><strong><a href="http://www.mdmobility.co.nz">www.mdmobility.co.nz</a></strong></td>
<td><a href="mailto:mdmobility@xtra.co.nz">mdmobility@xtra.co.nz</a></td>
<td></td>
</tr>
</tbody>
</table>
NZ made and imported mobility equipment.

**Mobility for Independence**  
*Website: www.mobility.co.nz*  
Specialist in vehicle modifications. Products include ramps and wheelchair lifts.

**Mobility Scooters Rodney – North Shore**  
*Phone 0800 022 884*  
*Email: noel.lyn@xtra.co.nz*  
*Website: www.mobilitywarehouse.co.nz*

**More Mobility North Shore (NZ) Ltd**  
*Unit 24, 6 Airborne Road, Albany 0630*  
*Website: www.moremobilitynorthshore.co.nz*  
*Email: info@moremobilitynorthshore.co.nz*  
Disability equipment for sale and rental.

**Morton and Perry Homecare Equipment**  
*Unit 4, 39 Porana Road, Wairau Valley 0627*  
*Website: www.mortonperry.co.nz*  

**Reid Technology**  
*Website: www.reidtechnology.co.nz*  
Audiological products; hearing aid batteries; assistive listening devices; specially designed telephones.

**Some local chemists also act as agents for wheelchair hire and servicing.**

**Phone Services for Hearing Impaired**
There is a range of amplified telephones and answerphones available on the market.

**New Zealand Relay**  
*Website: www.nzrelay.co.nz*  
*Email: Helpdesk@NZRelay.co.nz*  
*Phone 0800 4713 713*  
*Text Phone 0800 4715 715*  
*Voice Phone 0800 4715 715*  
*Fax 0800 4329 697*  
Telecommunications service for people who are deaf, hearing-impaired, deaf-blind or speech-impaired.

**CapTel NZ**  
*Website: www.captel.co.nz*  
*Email: helpdesk@captel.co.nz*  
*Phone 0800 227 835*  
*Fax: 0800 4329 697*  
Captioned Telephone Service for people who have broadband internet access. It uses your telephone service and internet connection to provide voice and captions during a call.
HOME SUPPORT SERVICES

Home Care Agencies
Home Care Services are available for people of all ages who need help to live at home, because of:

- Age, illness or disability
- Recent discharge from Hospital
- Terminal illness and the wish to remain at home

Services provided can include companionship: light housework and laundry; meal preparation; shopping; sleepover support and personal care. Some agencies also provide respite care; nursing care and palliative care.

If you think you may be eligible for any publicly funded support refer Page 15 for information on the Needs Assessment service.

Care on Call
4 Te Kea Place, Albany
PO Box 302461, North Harbour 0751
Website: www.careoncall.co.nz
Email: care@careoncall.co.nz

Kate Mclean Homecare Ltd
Website: www.katemcleanhomecare.co.nz
Email: office@katemcleanhomecare.co.nz

Phone 966 0011

Miranda Smith Homecare
Website: www.mshomecare.co.nz

Phone 522 8604

Nightingale Homecare
Website: www.nightingalehomecare.co.nz
Email: care@nightingale.org.nz

Phone 0800 314 314

Northlink Health
Unit M 101 Apollo Drive, North Harbour 0632
Website: www.northlink.org.nz

Phone 443 0262

Panacea Healthcare
PO Box 33750, Takapuna 0740
Website: www.panaceahomecare.co.nz

Phone 486 1456

Pasifika Integrated Healthcare
1 Nile Road, Milford 0620
Website: www.pihc.co.nz
Email: info@pihc.co.nz

Phone 410 0251
Personalised Home Care NZ  
PO Box 40832, Glenfield Mall 0747  
Website: www.phc.net.nz  
Email: care@phc.net.nz

The Salvation Army Home Care  
2 Valley Road, Browns Bay 0630  
Email: homecare.nzf.salvationarmy.org

Te Ha Oranga  
Phone 0800 834 242

Total Care Health Services  
60 Mt Eden Road, Mt Eden 1024  
Website: www.totalcarehealth.co.nz  
Email: info@totalcarehealth.co.nz

### Meals

**Frozen and/or Heat and Eat Meals**

Frozen and Heat and Eat Meals are available for emergencies or as a back up when not able to cook for oneself.

- **HomeCater**  
  Website: www.menumaker.co.nz  
  Phone 270 3232

- **EAT**  
  Website: www.eat.co.nz  
  Phone 0800 335 662

- **Farmhouse Quality Foods**  
  Website: www.farmhousefood.co.nz  
  Phone 412 5627

- **J & K Meals**  
  Phone 445 9949

- **Tomorrow’s Meals**  
  Website: www.tomorrowsmeals.co.nz  
  Phone 0800 463 259

### Meals on Wheels

This service provides home delivery of a hot meal if you unable to prepare your own meals. Meals are available from Monday to Friday and a small charge is made for each meal. An assessment for eligibility for this service applies, ask your Doctor for a referral. For more information on the assessment process refer [page 15](#)
Packing and Cleaning Service
Time Again Phone 027 286 7598
Website: www.timeagain.co.nz
Email: info@timeagain.co.nz
Assists with deceased estates and relocation for older people.

Shopping
Home care agencies will offer shopping support. Some supermarkets offer online shopping and delivery services. There are also some driving services listed on page 66 that include accompanied shopping as part of the services they provide.

Dial-a-Shopper Phone 486 3060
P.O. Box 32076, Devonport, Auckland 0744
Website: www.dial-a-shopper.co.nz
Email: philip@minz.co.nz
One-off or regular service.

HOME SECURITY AND PERSONAL PROTECTION

General Information
While relatively few of you will ever be victims of crime, the fear of being assaulted, burgled or taken in by tricksters can cause a lot of worry. There are a number of good personal and residence alarm systems on the market – check the Yellow Pages. If you are aware how to protect yourself and your property, you can lead a more carefree and thus a more enjoyable life.

For more information:

Community Constables Refer Page 7
Neighbourhood Support North Shore
Website: www.neighbourhood.org.nz
Email: admin@neighbourhood.org.nz

Life Tubes
These are small plastic containers with a screw lid containing the details of a person’s next of kin, Doctor, medical conditions and other emergency information.

It is intended that the Life Tube is kept in the refrigerator so that neighbours or emergency services can locate it easily.
Available from the Age Concern North Shore office at a cost of $4.00 each.

**Age Concern North Shore**
177B Shakespeare Road, Milford 0620
Email: ageconns@acns.co.nz

**Monitored Medical Alarms**
The rental and monitoring of a medical alarm can be included in the Disability Allowance if:
- The need for it is ongoing and an additional cost
- Your Doctor completes a medical alarm certificate available from SeniorServices to confirm you need it because of your disability or personal health needs

From March 1, 2012 the Ministry of Social Development accredited nine alarm companies to supply monitored medical alarms paid through Disability Allowance (DA).

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADT Armourguard</td>
<td>0800 111 238</td>
</tr>
<tr>
<td>Website: <a href="http://www.adtsecurity.co.nz">www.adtsecurity.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Agent for NevaAlone alarm</td>
<td></td>
</tr>
<tr>
<td>BUPA Health Care</td>
<td>0800 60 80 99</td>
</tr>
<tr>
<td>Website: <a href="http://www.bupa.co.nz">www.bupa.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:info@bupa.co.nz">info@bupa.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Chubb Medical</td>
<td>0800 188 000</td>
</tr>
<tr>
<td>Website: <a href="http://www.vitalcall.co.nz">www.vitalcall.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Kiwi Concern (NZ) Ltd</td>
<td>0800 115 111</td>
</tr>
<tr>
<td>Website: <a href="http://www.medicalalarms.co.nz">www.medicalalarms.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>SafeLink</td>
<td>0800 111 231</td>
</tr>
<tr>
<td>Website: <a href="http://www.safelink.co.nz">www.safelink.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>SeniorCare Ltd</td>
<td>0800 528 1953</td>
</tr>
<tr>
<td>St John’s</td>
<td>0800 50 23 23</td>
</tr>
<tr>
<td>Email: <a href="mailto:enquiries@stjohn.org.nz">enquiries@stjohn.org.nz</a></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.stjohn.org.nz">www.stjohn.org.nz</a></td>
<td></td>
</tr>
<tr>
<td>Tunstall Lifecare</td>
<td>0800 488 678</td>
</tr>
<tr>
<td>Website: <a href="http://www.tlcar.co.nz">www.tlcar.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:sales@TLCare.co.nz">sales@TLCare.co.nz</a></td>
<td></td>
</tr>
</tbody>
</table>
# TRANSPORT

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### PUBLIC TRANSPORTATION

**Concessions**
If you receive NZ Superannuation or you have reached the qualifying age of 65, you can travel for FREE on Auckland’s scheduled public transport services after 9.00am weekdays, all day on weekends and public holidays.

Just present a valid SuperGold Card or an Auckland Transport approved Senior Citizen ID Card (ie for senior citizens who do not receive NZ Superannuation) to the bus driver, train conductor or ferry ticket agent or crew member and you will be issued a ticket.

If you are travelling before 9.00am weekdays, you must pay the full adult fare.

**Ferry Company**

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fullers Group Limited</td>
<td>367 9111</td>
</tr>
<tr>
<td>Website: <a href="http://www.fuller.co.nz">www.fuller.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:enquiries@fuller.co.nz">enquiries@fuller.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Lost Property</td>
<td>367 9125</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Maxx</td>
<td>366 6400</td>
</tr>
<tr>
<td>Website: <a href="http://www.maxx.co.nz">www.maxx.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:maxxenquiry@maxx.co.nz">maxxenquiry@maxx.co.nz</a></td>
<td></td>
</tr>
</tbody>
</table>

Maxx is the transport information service of the Auckland Transport and provides comprehensive timetable information for Buses, Trains and Ferries within the Auckland region.

- **Monday–Friday**: 6.30am - 9.30pm
- **Saturday**: 7.00am - 8.00pm
- **Sunday and Public Holidays**: 8.00am - 6.30pm

**North Shore Bus Companies**

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birkenhead Transport</td>
<td>483 9119</td>
</tr>
<tr>
<td>2-22 Verran Road, Verrans Corner, Birkenhead 0626</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.birkenheadtransport.co.nz">www.birkenheadtransport.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:office@birkenheadtransport.co.nz">office@birkenheadtransport.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>North Star - North Shore Depot</td>
<td>444 4408</td>
</tr>
<tr>
<td>76 Diana Drive, Glenfield 0629</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.northstarbus.co.nz">www.northstarbus.co.nz</a></td>
<td></td>
</tr>
<tr>
<td>Ritchies Transport - North Shore Depot</td>
<td>415 9138</td>
</tr>
<tr>
<td>9 Henry Rose Place, Albany 0630</td>
<td></td>
</tr>
<tr>
<td>Website: ritchies.co.nz</td>
<td></td>
</tr>
</tbody>
</table>
PRIVATE TRANSPORTATION

Driving Services
There are a number of driving services available that will provide transportation to appointments, shopping, social engagements, scenic drives or outings. They can also support you during a difficult appointment.

Driving Miss Daisy
Phone 0800 948 432
Website: www.drivingmissdaisy.co.nz

Freedom Companion Driving Service
Phone 0800 956 956
Website: www.freedomdrivers.co.nz
Email: info@freedomdrivers.co.nz

Re-Li-On-Us
Phone 0800 025 999
Website: www.relionus.co.nz
Email: enquiries@relionus.co.nz
Healthcare transport specialist. Wheelchair, able body and group transport.

For other shopping assistance Refer Page 62

Taxis
Taxi companies operating on the North Shore are:

Alert Taxis Ltd
Phone 309 2000
Website: www.alerttaxis.co.nz

Auckland Co-operative Taxi Society
Phone 300 3000
Website: www.cooptaxi.co.nz

Cheap Cabs Ltd
Phone 621 0505
Website: www.cheaptaxi.co.nz

Corporate Cabs
Phone 377 0773
Website: www.corporatecabs.co.nz

Discount Taxis Ltd
Phone 529 1000

North Harbour Taxis
Phone 479 1300

Taxi North Shore
Phone 488 8000
Website: www.nstaxi.co.nz

President Taxis
Phone 488 9900
Website: www.presidenttaxis.co.nz
Total Mobility Scheme

The Total Mobility Scheme is available to people who have a permanent disability that means they are no longer able to drive or are unable to use public transport. The scheme enables holders to receive a discount on taxi fares. The scheme is administered by local disability agencies on behalf of Auckland Transport.

Disability agencies on the North Shore that are part of the scheme include

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Concern North Shore</td>
<td>489 4975</td>
</tr>
<tr>
<td>Alzheimers - Auckland</td>
<td>622 4230</td>
</tr>
<tr>
<td>CCS Disability Action</td>
<td>414 9780</td>
</tr>
<tr>
<td>Royal New Zealand Foundation for the Blind</td>
<td>335 6900</td>
</tr>
<tr>
<td>North Shore CMA</td>
<td>489 8954</td>
</tr>
<tr>
<td>Stroke Foundation</td>
<td>475 0070</td>
</tr>
</tbody>
</table>

**DRIVING LICENCE REQUIREMENTS FOR OLDER DRIVERS**

Renewing your driver licence

Your photo driver licence must be renewed on or before the expiry date (your next birthday) shown on your card if you wish to continue driving. Drivers must renew their licence at age 75, 80 and every two years after that (82, 84, 86 etc).

Approximately eight weeks before your driver licence expires, the NZ Transport Agency will send you an application for renewal of driver licence form (DL1). You'll also receive a brochure informing you of the process for getting your licence renewed.

You do not need your renewal pack to renew your licence as the driver licensing agents also stock the application form. You can renew your licence up to six months prior to the expiry date.

The first thing you'll need to do is to book an appointment with your Doctor to get a medical certificate for driver licence form (DL9). Tell your Doctor the
certificate is for your driver licence. You will have to pay for the appointment yourself. During your appointment your Doctor will discuss your present state of health with you and test your eyesight. He or she will then recommend whether you are:

- medically fit to drive
- medically fit to drive with conditions (such as corrective lenses, time-of-day restriction, distance restriction)
- medically fit to drive but referred for an On-Road Safety Test
- to be referred to a specialist (such as an optometrist or occupational therapist driving assessor) for further assessment - your Doctor will advise you of the results
- not medically fit to drive, in which case your Doctor is required to advise the NZ Transport Agency of this (your licence will expire on your birthday).

If your Doctor decides you are medically fit to drive, he or she will provide you with a medical certificate for driver licence. You will then need to visit a driver licensing agent (a participating office of the NZ Automobile Association, Vehicle Testing New Zealand, or Vehicle Inspection New Zealand) and bring:

- your completed application for renewal of driver licence form
- your existing photo driver licence or other acceptable evidence of your identity
- confirmation of your address, such as a bill or bank statement issued in the last six months
- your medical certificate for driver licence issued within the previous 60 days
- the driver licence renewal application fee of $18.70

If your Doctor has indicated on the medical certificate that you are required to pass an On Road Safety Test, you will need to book the test and pay the test fee of $41.80. For more information the guide to the on-road safety test is available from any driver licensing agent or by calling 0800 822 422.

Your photograph and signature will need to be updated at age 75, 86 and every ten years afterwards. At any other renewal (after age 75) you may choose whether or not you would like this updated.

Once you have completed the application process, your new photo driver licence will be sent to the mailing address supplied. Please allow up to 21 days for this to reach you. The licensing agent will give you a temporary driver licence, to permit you to drive while your new photo driver licence is being produced.

If you allow your licence to expire but continue to drive, you will be liable for serious penalties (including a $400.00 instant fine, being forbidden to drive and vehicle impoundment for subsequent offences). You also risk having any insurance claims declined. Anyone who does not renew their driver licence within five years of its expiry date will usually have to pass a theory and practical test to regain their licence.
For more information, or to locate a driver licensing agent near you, phone (free) **0800 822 422** between 8.00am and 6.00pm, Monday to Friday. Alternatively, you can visit www.nzta.govt.nz/licensing/older/index.html

Contact details for general enquiries, or more information:

**NZ Transport Agency**,  
National Office  
Victoria Arcade, Wellington 6011,  
Private Bag 6994, Wellington 6141  
**Website:** www.nzta.govt.nz  
**Email:** info@nzta.govt.nz.

Help desks:

- **General enquiries**  
  Phone **0800 699 000**

- **Driver licensing**  
  Phone **0800 822 422**

**Driving Assessment Service**  
2 Canon Place, Pakuranga  
PO Box 51056 Pakuranga, Manukau 2140  
**Website:** www.driveassessment.co.nz  
**Email:** driverassessment@vodafone.co.nz

Occupational therapy driving assessment service, providing medical driving assessments.

**Staying Safe Driver Refresher Workshop**  
Age Concern North Shore runs a three hour classroom based refresher workshops for Senior Drivers.

Please note the **Staying Safe** workshop is designed to refresh your existing driving knowledge and has no impact on your eligibility to continue to drive.

To reserve a place on the next workshop please contact Age Concern North Shore.

**Age Concern North Shore**  
**Phone** **489 4975**  
**Email:** ageconns@acns.co.nz
Cut along dotted line, remove from directory and keep in a safe, secure place

<table>
<thead>
<tr>
<th>Cards I Keep in My Handbag/Wallet (Keep this in a safe place)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please place a tick beside any of the following cards you currently have and keep this list in a safe secure place. (Not your handbag or wallet)</td>
</tr>
<tr>
<td>Record the serial number</td>
</tr>
<tr>
<td>☐ AA</td>
</tr>
<tr>
<td>☐ Air NZ Airpoints Card</td>
</tr>
<tr>
<td>☐ Amex</td>
</tr>
<tr>
<td>☐ Community Services Card</td>
</tr>
<tr>
<td>☐ Countdown</td>
</tr>
<tr>
<td>☐ Disability Parking Permit</td>
</tr>
<tr>
<td>☐ Drivers Licence</td>
</tr>
<tr>
<td>☐ Farmers</td>
</tr>
<tr>
<td>☐ Flybuys</td>
</tr>
<tr>
<td>☐ Library Card</td>
</tr>
<tr>
<td>☐ New World – One Card</td>
</tr>
<tr>
<td>☐ RSA</td>
</tr>
<tr>
<td>☐ Seniors Card</td>
</tr>
<tr>
<td>☐ Super Gold Card</td>
</tr>
<tr>
<td>☐ The Warehouse</td>
</tr>
<tr>
<td>☐ Total Mobility</td>
</tr>
<tr>
<td>☐ Passport – New Zealand</td>
</tr>
</tbody>
</table>

**Banks**

- ☐ ANZ | 0800 400 600
- ☐ ASB | 0800 803 804
- ☐ BNZ | 0800 800 468
- ☐ Kiwi Bank | 0800 113 355
- ☐ PSIS | 0800 807 747
- ☐ TSB | 0508 872 226
- ☐ Westpac | 0800 400 600
- ☐ Other |

**Credit/Eftpos Cards**

- ☐ ANZ | 0800 400 600
- ☐ ASB | 0800 803 804
- ☐ BNZ | 0800 800 468
- ☐ Kiwi Bank | 0800 113 355
- ☐ PSIS | 0800 807 747
- ☐ TSB | 0508 872 226
- ☐ Westpac | 0800 400 600
- ☐ Other |
### Important Papers

| My Name: __________________________ | My Bank: __________________________ |
| Address: __________________________ | Phone: __________________________ |
| Phone: __________________________ | My Solicitor: __________________________ |
| IRD Number: ________________________ | Phone: __________________________ |
| SuperGold Card Number: _______________ | My Accountant: __________________________ |
| Next of Kin or Executor: (Name, Phone, Address, Relationship) _______________ | My Doctor: __________________________ |

Tick Box A in each category if the original document is here or, or give details in Box B if the original is stored elsewhere, or held by someone else (Provide name and contact details). Attach additional information to back.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Will</td>
<td></td>
</tr>
<tr>
<td>Power of Attorney (Property)</td>
<td></td>
</tr>
<tr>
<td>Power of Attorney (Personal Care and Welfare)</td>
<td></td>
</tr>
<tr>
<td>Deeds and Certificates (Birth, Marriage, Military, Property, Vehicle, Investment etc)</td>
<td></td>
</tr>
<tr>
<td>Insurance, Superannuation, other Policies</td>
<td></td>
</tr>
<tr>
<td>Cheques, Savings, Other Account Numbers</td>
<td></td>
</tr>
<tr>
<td>Assets, Debts, Tax, Family Trust Details</td>
<td></td>
</tr>
<tr>
<td>Other Documents (list Below)</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>Detailed Summary of preferred funeral and cremation/burial arrangements: contact details of preferred funeral director</td>
<td></td>
</tr>
<tr>
<td>Detailed Summary of how specific heirlooms, artworks, personal items and other material possessions should be distributed to family and friends etc</td>
<td></td>
</tr>
<tr>
<td>List of contacts who should be notified if I can no longer manage my affairs, or die (immediate family, friends, GP, neighbours, church, clubs, service providers etc)</td>
<td></td>
</tr>
</tbody>
</table>
Age Concern North Shore
177B Shakespeare Road, Milford
Auckland 0620
Phone: 489 4975
Email: ageconns@acns.co.nz
Websites: ageconcern.org.nz;
agewell.org.nz